

## OFFICE OPERATIONS ASSOCIATE - DCF FRONT DOOR CUSTOMER SERVICE AGENT AND RECEPTIONIST

### POSITION SUMMARY

Under limited to general supervision, this position serves as a customer service agent and main receptionist for the Department of Children and Families (DCF).

The position will be responsible for answering the main phone lines for the department and transferring them to the appropriate staff in the department or in other state agencies, granting and maintaining safe access to the department for the public, media, government officials, customers, contractors, visitors, employees and executive staff through the application of prescribed security procedures as detailed by the policies of the Department, where the consequence of error is significant, and referring building and visitor problems to the security desk for the GEF1 building and Capitol Police, if appropriate. The position may coordinate parking for visitors, as well as directing and assisting visitors to appropriate meeting rooms or to business areas/staff and services within DCF.

Individual initiative and discretion is exercised in the performance of duties, working with all levels of management in the department and with the public. A basic level of knowledge of computer software, including MS Office, MS Outlook and database systems is a requirement of the position. In order to efficiently and effectively assist callers, this position requires knowledge of the department and its programs, skill in judgment and interpersonal relations, and a professional attitude and demeanor.

### 15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

TIME %	GOALS AND WORKER ACTIVITIES
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80% A.	<b>Serve as a customer service agent and receptionist for the Department of Children and Families in Madison.</b>
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|  | <ul style="list-style-type: none"><li>A1. Receive and handle the main telephone lines for the Department and act as the main receptionist for the Department. This requires knowledge of the Department's activities, policies and procedures, organizational structure and program responsibilities. Give information to visitors and callers regarding DCF services, direct inquiries to staff in the Department or other state agencies for response, and assist in responding directly when appropriate.</li><li>A2. Serve as the "front door" contact for the public, media, government officials, customers, contractors, visitors, employees and executive staff, maintaining a professional, courteous attitude and demeanor at all times.</li><li>A3. Receive walk-in visitors and direct them to appropriate staff. Independently answer questions, determine appropriate referrals and provide guidance and information.</li><li>A4. Direct news media and the public to the proper Department staff.</li><li>A5. Receive and sort mail and deliveries for the Department and ensure that they are delivered to appropriate staff in a timely manner.</li><li>A6. Accept all summons and other legal documents personally served on the Department and through the mail. Enter this information into a database and ensure that the documents are delivered to the appropriate DCF attorney on a timely basis.</li><li>A7. Manage conference rooms for the Department through a calendar system setup by the Office Operations Associate. Responsible for rescheduling the conference rooms when conflicts occur, and coordinating any required equipment or set up.</li><li>A8. Manage all emails received by the DCF web mail. Respond directly to e-mails as appropriate or forward to appropriate division, bureau or individual in DCF for response.</li><li>A9. Maintain various phone listings for the Department, making certain they are current.</li><li>A10. Refer questions relating to job opportunities to Human Resources or use existing resources to provide information to customers.</li><li>A11. Control access to the DCF office locations by all staff and visitors through the use of prescribed security and walk-in procedures.</li><li>A12. Use independent judgment and discretion to control floor access so as to maintain the appropriate level of security that correlates with each security level invoked by the Department.</li><li>A13. Immediately alert DCF management staff and State Capitol Police to incidents in accordance with the prescribed incident management policies.</li></ul> |
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- A14. In emergency situations, act as the contact person/liaison for Capitol Police or medical personnel, directing them to the emergency or informing them of the situation.
- A15. Accept deliveries from courier services as prescribed by the current security condition level set by the Governors office and take appropriate measures for delivery or pick up of such items.
- A16. Direct staff telephone calls regarding floor and building maintenance to the appropriate DOA contact.
- A17. Order office supplies on a monthly basis for the Secretary's Office employees.

**20% B. Provide a variety of administrative and support services to the Bureau, Division and Department.**

- B1. Assist with special projects as directed by supervisor and other DCF management staff.
- B2. Provide assistance for departmental mailings and other non-time-sensitive projects.
- B3. Maintain working knowledge in the use of computer programs, such as MS Word, MS Outlook and database systems.
- B4. Provide back-up receptionist and office related functions to the Secretary's Office and division Executive Staff Assistants and other program support positions as requested.
- B5. Perform other job-related duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to meet and deal effectively with people and maintain positive working relationship with staff across organizational, hierarchical, and geographic boundaries
- Strong customer relations skills
- Good written and oral communication skills
- Knowledge of DCF programs and organization structure
- Strong knowledge of building access rules
- Knowledge of DCF security issues, conditions, policies and procedures
- Good organizational skills
- Knowledge of computer programs, including Microsoft products, databases and the Internet